

Dr Poonam Jha

Inspection report

Undercliffe Health Care Centre
17 Lowther Street
Bradford
West Yorkshire
BD2 4RA
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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dr Poonam Jha 15 January 2019, as part of our inspection programme.

At the last inspection in November 2014 we rated the practice as good overall. The full comprehensive report regarding that inspection can be found by selecting the 'all reports' link for Dr Poonam Jha on our website at .

We have rated this practice as good overall and good for all population groups.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services, and
- information from the provider, patients, public, other organisations.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs, which were delivered in line with current best practice guidance.
- Staff treated patients with kindness and respect, involving them in decisions about their care.
- Patients' comments were positive about practice staff and the care they received.

- The practice organised and delivered services responsively and effectively. They addressed any challenges they encountered and engaged patients and staff in any changes to service delivery.
- Staff demonstrated a good understanding of the patient population they provided care and treatment for.
- The leadership, governance and culture of the practice promoted the delivery of high-quality, person-centred care.
- There was a clear demonstration of a caring practice and examples of where staff went the "extra mile" for patients.

Whilst we found no breaches of regulations, the provider **should:**

- Complete all actions as identified in their action plan against the recent infection prevention and control audit.
- Continue to liaise with the contracted cleaning company to ensure that the COSHH sheets match the cleaning chemicals stored in the practice.
- Continue to review and improve the use of templates for recording care plans in relation to dementia and mental health.

Details of our findings and the evidence supporting our ratings are set out in the evidence table.

Professor Steve Field CBE FRCP FFPG FRCGP

Chief Inspector of General Practice

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) inspector and included a GP specialist advisor and a second CQC inspector.

Background to Dr Poonam Jha

Dr Poonam Jha is the provider of the GP practice, known locally as Peel Park Surgery, which is located at Undercliffe Health Care Centre, 17 Lowther Street, Bradford BD2 4RA. The premises are a purpose-built health centre with modern facilities, which the provider leases. There is good access to transport links and there are car parking facilities on site.

The provider is registered with the Care Quality Commission (CQC) to provide the following regulated activities: diagnostic and screening procedures; treatment of disease, disorder or injury; maternity and midwifery services; surgical procedures; family planning.

Dr Poonam Jha is situated within the NHS Bradford City Clinical Commissioning Group (CCG). They are part of a locality group of GP practices. The practice provides services to approximately 2,882 patients under the terms of a locally agreed NHS Personal Medical Services (PMS) contract.

The patient population consists of approximately 50% Caucasian, 43% Asian origin and 7% other ethnicity. There are 25% of patients who are under the age of 16 years, 15% are over 65 years and 10% of patients have diabetes.

There are some deviations from local and national demographics. For example: 2.5% of the practice

population have a working status as being unemployed; compared to 11.6% locally and 4.3% nationally. The percentage of patients over the age of 18 years who are classed as clinically obese is 16.8%; compared to 13.2% locally and 10.1% nationally.

The practice has close links with a local residential care home, where some registered patients reside.

The National General Practice Profile shows the level of deprivation within the practice demographics as being rated one. (This is based on a scale of one to ten, with one representing the highest level of deprivation.)

The practice clinical team consists of the provider GP (female) and two sessional GPs (both male). There are two practice nurses and two healthcare assistants (all female). They are supported by a practice manager and a team of reception and administration staff. The practice employs the services of two pharmacists who work four hours per week each.

The practice has extended hours one evening per week. Patients also have access to evening and weekend appointments via a local NHS service hub. There are out-of-hours services available for patient in case of emergencies by a locally agreed contract.

The practice displayed the ratings from the previous inspection in the patient waiting area and on their website.